

RELEVANT STANDARD(S)

- **Work Health and Safety (WHS) Act 2011** and corresponding WHS/OHS legislation and regulations in each Australian State and Territory where AAMC Training Group operates, including the **Occupational Health and Safety Act 2004 (Vic)**.
- **National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025 – Clause 20: Compliance with laws.**
- **National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 – Standard 2.5: Safe and suitable training environments and 2.6: Wellbeing**

1. Purpose

AAMC Training Group is committed to providing safe, healthy and suitable training and assessment environments across all delivery modes, in alignment with the **ASQA 2025 Standards** and all applicable **WHS/OHS legislation**.

This policy ensures that:

- risks to health and safety are **eliminated or minimised so far as reasonably practicable**;
- learners understand and follow safety expectations relevant to where and how training occurs; and
- AAMC Training Group maintains evidence-based practices that demonstrate compliance with **Clause 20** (legal compliance) and **Standard 2.5** (safe and suitable environments).

2. Scope

This policy applies to all enrolled students participating in AAMC Training Group training and assessment delivered via:

- **Live virtual classroom delivery** (facilitator-led online sessions),
- **Online delivery** (self-paced learning and assessment in digital platforms),
- **Face-to-face delivery at employer premises** (workplace/corporate site delivery).

If ever applicable: this policy also applies to **face-to-face delivery at venues hired by AAMC Training Group** (where AAMC selects and controls the venue).

This policy covers all training and assessment activities, including practical activities, learner participation, and assessment activities conducted in any of the above modes.

3. Policy statement (AAMC priorities under ASQA 2025)

AAMC Training Group prioritises student health and safety by ensuring that:

1. **Safety comes first:** hazards are identified and controlled before and during delivery.
2. **Suitability is assured:** the environment is safe and suitable for the training and assessment being delivered (Standard 2.5).
3. **Legal compliance is maintained:** AAMC complies with WHS/OHS laws applicable where delivery occurs (Clause 20).

4. **Clear responsibilities apply:** students, AAMC Training Group Trainer and Assessors and staff, and (where relevant) host employers/venues understand their roles.
5. **Incidents are managed and learned from:** hazards and incidents are reported, recorded, escalated, and used to improve controls.

4. Responsibilities

4.1 Student responsibilities

All students have a duty of care to:

- take reasonable care for their own health and safety and that of others during training and assessment;
- follow all reasonable health and safety instructions provided by AAMC Training Group's Trainer and Assessors;
- comply with site rules when training at employer premises (including emergency procedures);
- not interfere with or misuse safety equipment or procedures;
- immediately report hazards, unsafe conditions, illness/injury, incidents or near-misses to their trainer/assessor.

For **live virtual and online delivery**, students must also:

- participate from a safe environment (including safe workstation setup and freedom from hazards); and
- not participate while driving, operating machinery, or undertaking unsafe activities.

4.2 Trainer/Assessor responsibilities

All AAMC Training Group's Trainers and Assessors are required to:

- ensure students understand health and safety expectations relevant to the delivery mode and setting;
- provide a safety briefing at the commencement of face-to-face delivery (including emergency and first aid arrangements);
- monitor learner safety during delivery and pause/modify delivery activities if safety risks arise;
- report and record hazards/incidents/near-misses in line with AAMC Training Group's reporting and escalation procedures;
- in live virtual environments, remind students of safe participation requirements (safe location, breaks, ergonomics, and avoiding unsafe situations such as participation while driving);
- ensure appropriate support is sought immediately in the event of an accident or medical emergency.

Face-to-face delivery at employer premises (additional trainer responsibilities)

At the commencement of training at employer premises, Trainer and Assessors must confirm:

- emergency exits and evacuation arrangements are known and can be communicated to learners;
- the learning space is safe and suitable (layout, access/egress, trip hazards, lighting, ventilation, seating);
- any emerging hazards are identified and addressed.

If the trainer/assessor determines the environment is not safe or suitable, they must **pause delivery, relocate within the premises if possible, modify activities, or cease delivery** until adequate controls are in place.

4.3 AAMC Training Group responsibilities (RTO responsibilities)

AAMC Training Group will:

- ensure training is planned and delivered in a way that supports safe participation and suitable environments;
- ensure Trainer and Assessors are aware of this policy and apply it consistently;
- maintain systems for hazard/incident reporting, escalation, recordkeeping, and corrective action;
- review hazards and incidents to support continuous improvement.

Employer premises assurance (AAMC control)

For training conducted at employer premises, AAMC Training Group will obtain **employer confirmation** that the premises meet WHS requirements for training delivery, including that:

- the training area is fit for use for the intended activity,
- emergency procedures are in place,
- first aid arrangements are available, and
- known risks relevant to the training area are controlled.

AAMC Trainer and Assessors then complete an **on-the-day commencement check** to confirm that conditions remain safe and suitable at the time of delivery.

If ever applicable — hired venues (AAMC-selected venues)

If AAMC Training Group ever delivers training at venues hired by AAMC, AAMC will:

- appoint an authorised AAMC team member to confirm and record that the venue meets **ASQA 2025 Standard 2.5** requirements for safe and suitable training environments prior to delivery; and
- require Trainer and Assessors to confirm conditions again at the commencement of training.

5. Safe participation requirements by delivery mode

5.1 Live virtual classroom delivery

AAMC will support safe participation in live virtual delivery by:

- communicating expectations around safe participation (safe location, appropriate workstation setup, breaks, and no participation while driving or operating machinery);
- encouraging learners to step away if unwell and notify the trainer when safe to do so;
- providing support pathways where learners experience distress or safety concerns during delivery.

5.2 Online delivery (self-paced/remote)

AAMC will support safe participation in online delivery by:

- providing learners with clear instructions and support contacts for training and assessment;
- ensuring learners are informed of expected safe study practices (breaks, ergonomics, and wellbeing considerations);
- maintaining appropriate communication channels for learners to report safety concerns or wellbeing risks that may affect participation.

5.3 Face-to-face delivery at employer premises

AAMC will:

- obtain employer confirmation as described in Section 4.3;
- ensure learners are briefed on emergency arrangements at the start of each session; and
- require Trainer and Assessors to monitor the training space and respond to hazards promptly.

5.4 Wellbeing considerations by training product

AAMC Training Group recognises that student wellbeing needs may vary depending on the training product, delivery mode, and learner cohort. To support a safe and inclusive learning environment, wellbeing considerations are contextualised to the specific training products being delivered.

FNS40821 Certificate IV in Finance and Mortgage Broking

Students in this qualification are preparing for roles in financial services where they may deal with real client financial situations, loan approvals and ethical decisions. The coursework can be stressful, particularly for those balancing study with work or family commitments.

Wellbeing Needs Identified:

- Stress related to assessment performance
- Anxiety around decision-making simulations
- Time management pressures

Support Strategies:

- Provide check-ins during virtual classes to gauge student confidence and stress
- Share information about time-management resources and external wellbeing services
- Offer guidance on study planning

FNS50322 Diploma of Finance and Mortgage Broking Management

Students in this qualification are developing advanced skills in financial services, including managing client relationships, compliance obligations, and business operations. The complexity of the content and professional expectations can contribute to increased stress and cognitive load.

Wellbeing Needs Identified:

- Stress related to complex financial and regulatory requirements
- Pressure associated with managing client scenarios and compliance obligations
- Cognitive load from advanced technical content
- Work-life-study balance challenges, particularly for industry professionals

Support Strategies:

- Provide structured learning guidance to support complex content (e.g. chunking, staged assessments)
- Conduct regular check-ins to monitor student progress and wellbeing
- Offer additional support sessions or clarification opportunities where needed
- Provide information on stress management and external support services

BSB50120 Diploma of Business

Students in this qualification are typically preparing for supervisory or management roles, requiring them to develop skills in leadership, communication, and decision-making. Many students are already working and may be balancing study with workplace responsibilities, which can create additional pressure.

Wellbeing Needs Identified:

- Stress related to balancing study, work, and personal commitments
- Pressure associated with leadership and decision-making tasks
- Confidence challenges when applying new business concepts
- Time management and workload management pressures

Support Strategies:

- Provide regular check-ins during delivery to monitor workload and engagement
- Offer guidance on prioritisation, time management, and study planning
- Encourage peer interaction and discussion to build confidence
- Provide access to additional learning support and external wellbeing resources where required

6. Emergency procedures

6.1 Face-to-face sessions (employer premises)

At the commencement of each face-to-face session, students will be informed of the relevant emergency procedures, which may include:

- evacuation route(s) and muster point;
- first aid arrangements (who/where/how to obtain assistance);
- contacting emergency services;
- any site-specific safety rules relevant to the training location.

In an emergency, students must follow trainer instructions and employer site directions (including wardens/security).

6.2 Virtual and online environments

Students are responsible for ensuring participation occurs in a safe location. Where an emergency occurs at the student's location, the student should contact local emergency services where required and notify their trainer/assessor when safe to do so.

7. Hazard, incident and near-miss reporting

Students must report hazards, accidents, illness/injury, or near-misses to their trainer/assessor as soon as possible.

Trainer and Assessors will:

- take immediate steps to ensure safety (including stopping activities where required);
- ensure appropriate support or emergency response is initiated; and
- record and escalate the incident/hazard according to AAMC's reporting and compliance procedures.

AAMC Training Group will:

- review reported hazards/incidents to identify root causes and corrective actions; and
- update controls, guidance, or processes as part of continuous improvement.

8. Legislative framework

This policy is guided by WHS/OHS legislation that aims to secure the health and safety of persons by:

- eliminating or minimising risks to health and safety so far as reasonably practicable;
- promoting safe practices and safe systems of work/learning; and
- supporting continuous improvement in health and safety outcomes.

9. Review and continuous improvement

This policy will be reviewed:

- at least annually; and
- following any significant hazard, incident, near-miss, or relevant legislative/regulatory change.

Review outcomes may include updates to:

- trainer induction/safety briefing requirements,
- employer premises confirmation processes,
- reporting and escalation tools,
- training delivery controls (including virtual participation expectations).

10. Relevant documentation

1. Training Venue Suitability Checklist
2. Course Resource Checklist